Action against Manager, Katghar Branch of SBI for misconduct

3131. SHRI JHUMUK LAL BHENDIA: Will the Minister of FINANCE be pleased to state:

(a) whether cases of harassment of pensioners by Bank Managers particularly by State Bank of India branches in Uttar Pradesh, are increasing day by day;

(b) if so, whether any complaint has been received by Government in this regard against Manager, State Bank of India, Katghar Branch, Moradabad, (UP), alongwith the details thereof;

(c) whether any action has been taken against such officials for harassment of aged pensioners alongwith the details of the action taken; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL): (a) to (d) The State Bank of India has reported that while there were complaints about the delay in payment of arrears and transfer of PPO. However, no complaint has been received in respect of harassment. It has also reported that the cases of grievances from pensioners for difficulties faced at its branches in Uttar Pradesh are on decline. State Bank has confirmed having received the complaint from one Smt. Chandra Devi Bhatnagar against Katghar (Moradabad) Branch regarding delay in transfer of pension papers to Tejgarhi Branch, Allahabad Bank. There was some delay on the part of State Bank of India as well as at Treasury Office, Moradabad. The papers were finally transferred to Treasury Office, Meerut on 19.3.2001 and pension is being paid by Allahabad Bank branch at Tejgarhi from July, 2001. This matter is being investigated by a senior officer of State Bank of India and appropriate action would be taken by its Lucknow Local Head Office against the erring official on receipt of the report. General instructions are being issued to prevent occurrence of such instances in future.